

INSIGHTMENT™

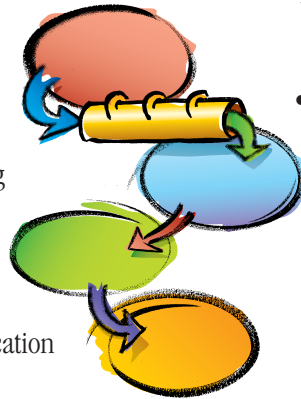
UNDERSTANDING YOUR WAY TO RESULTS

OVERVIEW

Insightment™ – Understanding Your Way to Results drives productivity and results through interpersonal communication improvement. The program incorporates both experiential and skills training, combining practical exercises with techniques that increase awareness and teach new skills. With distinct, interlocking modules, Insightment™ can be combined to suit your needs from a two hour to a full day program. Participants will cover the following topics:

- Accelerate Team Productivity
- Improve Communication Skills
- Increase Trust
- Negotiate Effectively
- Foster Employee Loyalty

To ensure changed behavior and improved results, participants practice their new skills and create an action plan to implement them. Follow-up exercises can be applied back on the job to promote faster, more accurate achievement of understanding in the workplace.



KEY LEARNING POINTS

- Discover techniques for improving the quality of professional and personal relationships through effective communication
- Identify effective timesaving communication behaviors
- Acquire strategies for getting into another person's frame of reference
- Learn how to produce results through relationships
- Discover how to uncover hidden potential and missed opportunities

PRACTICAL DETAILS

- Distinct, interlocking modules 60 to 90 minutes in length
- Modules may be combined to suit your needs from two hours to a full day program
- Suitable for cross-functional and intact teams at all levels

THE PROGRAM

• Maximize Results

This is the key introductory concept of Insightment. It demonstrates how to make the best decisions and take the best actions for maximum results. The experiential component used is Nynsl Shrine. The facilitated discussion draws direct connections between the skills used in this exercise and how these skills must be employed to achieve best results.

• Achieve Accurate Understanding

Participants learn effective, timesaving communication behaviors that are essential to increase productivity, accuracy and efficiency. Team members practice these behaviors and apply them in a competitive, timed task called Configurations.



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• Eliminate Misunderstandings

The objective is to learn how to get into another person's frame of reference in order to build alignment and create a more productive working culture. Participants gain perspective with the exercise Frame of Reference.

• Unlock Potential

Participants learn how to uncover the hidden potential in the withheld information of their customers, co-workers and suppliers. Teams are challenged to build a solution by integrating different points of view using Cubes and Value Cards.

• Draw Out Understanding

The objective of this module is to demonstrate how to get to best solutions by first understanding another's point of view before advocating your own. The exercise Real Estate challenges participants to negotiate more effectively and make better decisions.

RESULTS

- *Improve productivity*
- *Increase customer retention*
- *Reveal big picture understanding*
- *Improve morale*
- *Eliminate the duplication of effort*
- *Clear, concise communication*
- *Build corporate alignment*
- *Improve processes*
- *Decrease errors*